

# Natural Gas

# Safety Information

## Did you know?

1. You might own a natural gas line?
2. You're required to maintain it?

Información en español en el interior.



**SOUTHWEST GAS**

[swgas.com/safety](http://swgas.com/safety)

## Our records indicate that the natural gas meter at your property may be located at your property line or a distance away from your home or business.

This means that you—not Southwest Gas—own the natural gas piping on your property that runs from the meter to the structure and other outside gas appliances.

To clarify, the natural gas piping and facilities leading up to and including your meter are owned and rigorously maintained by Southwest Gas. This maintenance includes regular inspections and patrols to detect gas leaks and other unsafe conditions. However, all the gas piping located between the meter and your structure, including piping to outdoor appliances, is owned and must be maintained by you and not Southwest Gas. This is referred to as “customer buried piping.” If the customer buried piping isn’t properly maintained, leaks can occur and create a hazardous condition.

### To keep your home or business safe and reliable, you should:

- Monitor and properly maintain the natural gas lines you own;
- Periodically inspect your lines for leaks and/or corrosion;
- Repair the lines immediately if any unsafe condition is discovered;
- Hand dig when excavating near any buried gas piping.

## How to recognize and respond to a natural gas emergency

A leak may be present if you:



### SMELL

A DISTINCT SULFUR-LIKE ODOR, SIMILAR TO ROTTEN EGGS, EVEN IF IT'S FAINT OR MOMENTARY.



### HEAR

A HISSING OR ROARING COMING FROM THE GROUND, ABOVE-GROUND PIPING, OR A GAS APPLIANCE.



### SEE

DIRT OR WATER BLOWING INTO THE AIR, UNEXPLAINED DEAD OR DYING GRASS OR VEGETATION, OR STANDING WATER CONTINUOUSLY BUBBLING.



### If you suspect a natural gas leak:

- **Exit the area or building immediately.** Tell others to evacuate and leave doors open.
- From a safe place, call **911** and Southwest Gas at **877-860-6020**, day or night. A Southwest Gas representative will be there as soon as possible.
- Don't smoke or use matches or lighters.
- Don't turn on or off any electrical switches, thermostats, or appliance controls; or do anything that can cause a spark.
- Don't start or stop an engine, or use an automated door.

## So what are your options for maintaining safe buried piping at your home or business?

1. Contact a leak detection company or licensed plumber for assistance in locating and inspecting customer buried piping. If a leak is found, a licensed plumber can assist in repairing your customer buried piping; or
2. Have the natural gas meter relocated, at your expense, so that it's adjacent to your home or business. This will greatly reduce, or even eliminate, the pipe for which you're responsible, because it actually becomes Southwest Gas' responsibility to own and maintain.
3. Contact us at 800-654-2765 for any questions you may have regarding customer buried piping, contractor referrals, meter relocation cost estimates, or any other issue with your natural gas service.

### IN CASE OF AN EMERGENCY, OR IF YOU SMELL NATURAL GAS...

Call **911** and **Southwest Gas at 877-860-6020** immediately.



**Southwest Gas' Responsibility**

**Customer's Responsibility**

**NATURAL GAS UNDERGROUND LINE**

customer maintains this underground pipe  
(including pipelines to barbecues, pool heaters, lights.)

For more information about natural gas safety, visit us at [swgas.com/safety](http://swgas.com/safety).

